

This report has been funded, either wholly or in part, with Federal funds from the U.S. Department of Labor, Employment and Training Administration, under contract #DOLB101A21463; the contents of this report do not necessarily reflect the views or policies of the U.S. Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement of same by the U.S. Government.

Training Course Directive

Employment and Training Administration

Contract # DOLB101A21463

Deliverable 2.1

December 2010



2010

Table of Contents

Disclaimer	1
SUMMARY OF LMI TRAINING FOR WORKFORCE PROFESSIONALS.....	2
Introduction.....	2
Background on Information-Gathering Process.....	2
Criteria for Identification of Replicable Training	2
LISTING OF REPLICABLE TRAININGS BY STATE	4
Alabama	4
Arkansas.....	4
California	4
California	5
Colorado.....	5
Georgia.....	5
Maine	6
Maine.....	6
Minnesota.....	6
Montana	6
North Carolina	7
Oregon.....	7
Washington.....	7
Other Findings and Recommendations	8
Contact Information	8

Disclaimer

In this catalogue we have identified a limited number of LMI/WI trainings that are being offered by public entities and a numbers of private providers. Our review does not, in any way, constitute an endorsement of any of these trainings and/or providers.

Often, workforce and labor market information training is provided as part of other employment initiatives such as electronic job banks and career development facilitation. The list of trainings reflects an increasing demand for and use of workforce development and labor market information training among employers and job seekers. In many instances the information and services offered by private sources are free to users and may be readily accessed via the Internet.

SUMMARY OF LMI TRAINING FOR WORKFORCE PROFESSIONALS

Introduction

Under contract with the Employment and Training Administration (ETA) of the U.S. Department of Labor, Manhattan Strategy Group (MSG) has undertaken a special study of training on workforce information throughout the country. Data has been gathered from numerous sources to determine the types of training that are ongoing for front-line staff and workforce professionals in all states, with particular emphasis on labor market information. Descriptions of all training programs have been catalogued, and a complete listing is being provided to the states and ETA as an information resource.¹ The purpose of this report is to identify potential trainings that are replicable across multiple states. Also outlined in this document is a review of the information-gathering process, the specific criteria used in determining which training would be most easily replicated, and general recommendations and findings from the study.

Background on Information-Gathering Process

Manhattan Strategy Group initially reviewed websites from LMI departments and workforce agencies of all fifty states to evaluate references to training being offered to front-line staff, other workforce professionals and other customers of labor market information. These training programs were incorporated into a spreadsheet of national training activities. To gather additional documentation, consultants with MSG contacted all 50 states in August, September and October 2010. The LMI Directors in the states were initially targeted for telephone discussions about training activities. These phone conferences were expanded in certain cases to include other staff from the workforce agencies that dealt with training of staff. All information gathered during these phone conferences was added to the original spreadsheet of training activities so that the final catalogue would be a comprehensive listing of current training efforts. Information from each state included input on current training offerings, types of customers being served, and whether the training could be replicated in other states.

Criteria for Identification of Replicable Training

In determining which training offerings could be considered best practices and replicable from state to state, the following criteria were considered:

Effective and Successful Trainings

First, the training itself must be considered effective and successful in the originating state. Hence, only trainings considered effective and successful are considered replicable. "Effective and successful" descriptions were based on state administrative staff evaluations, both from their perspectives as trainers and from the grading by customers/students of how valid and helpful the training was for them.

Generic Content

The second criteria centers on the generic content used to develop the training program. Any training that is specifically designed for a state or a local area within a state is not easily revisable and was eliminated from consideration no matter how successful that training might

¹ MSG has submitted a separate report titled "Catalogue of Available LMI/WI Training Courses" that lists all relevant training programs.

have been. National data sources (i.e. BLS and Census) are the most generic and thus most easily replicated across states.

Noteworthy Idea or Concept

In certain cases, training that appears on the list has to do with a training framework or structure that might be more adaptable simply as a concept to other states such as use of out-stationed staff for training front-line professionals or converting classroom training to internet- or webinar-based environments.

Training programs that made this listing are truly best practices and can be considered for implementation by other states if the descriptions fit their present training needs. They are presented in the next section of this report in alphabetical order based on the originating state.

LISTING OF REPLICABLE TRAININGS BY STATE

Alabama

LMI Training

Several years ago, Alabama contracted with a consultant to develop a special class dedicated to LMI. The course was designed for front-line staff, other staff in career centers, economic development representatives and individuals from Chambers of Commerce. It was set up for a classroom setting in a computer lab. Although Alabama is not currently doing these formal training sessions for front-line staff, they are still incorporating the materials into other on-request training that they offer. The class that was designed by the consultant still would be useful for other states that would want to offer similar structured, computer-lab-based training.

Contact for More Information: Jim Henry, 334-242-8859

Arkansas

LMI on the Road

This was an LMI course developed especially for front-line staff using a portable computer lab. A recreational vehicle refitted as a computer lab was actually driven to local areas around the state for a one-day training for a dozen staff members. Although Arkansas is no longer able to offer this training due to budget/staffing constraints, the model that was used as well as the general content could be adapted for other states' use.

Contact for More Information: Ron White, 501-682-3121

California

LMI Training for Trainers

This is a train-the-trainer format. The training is presented in seven modules including introduction to LMI, O*Net, Occupational Wages, Occupational Profiles and Finding Employers. In addition to learning what LMI resources are available, students complete hands-on exercises on how to use the LMI. They are provided tools that will allow them in turn to train front-line staff and other customers.

Contact for More Information: Linda Reed, 909-481-7267

California
Regional Economies Project

This project provides workforce and LMI training to a wide variety of customers. The customers include workforce development staff, education counselors and curriculum developers, employers and chambers of commerce. Details on the Regional Economies Project can be found at the following website: <http://www.labor.ca.gov/panel/espcredpindex.htm>.

Contact for More Information: Bonnie Graybill, 916-262-2620

.....

Colorado
E-LMI 101

LMI 101 was developed as a PowerPoint presentation for workforce center professionals, educators, business organizations and other partner agencies. NASWA recognized it in 2007 for excellence in service. Part 1 of the training consists of six modules, each of which can be delivered in ten minutes or less. The primary purpose of the modules is to deliver basic information to the customer. Part 2 of the training is currently being redesigned but will consist of activities that use the information delivered in Part 1 and will function more like an interactive game. The Adobe Connect Presenter program is being used to redesign training on an e-learning platform. Other states should be able to use the framework developed by Colorado and insert their own data and resource references.

Contact for More Information: Dee Funkhouser, 303-318-8865

.....

Georgia
Three Classes - LMI 101, Data Mining, Education Rocks

Georgia has a formal set of training courses that are continuously offered to front-line staff and other customers. LMI 101 is a day-long class covering data and products in a computer lab. Data Mining is also a full day and set in a computer lab. It concentrates on extracting data from web resources such as BLS and Census/LED. Education Rocks is a train-the-trainer format covering occupational projections and career planning. It targets counselors, front-line staff, and other workforce and education customers, and provides the trainers with their own reference CD. All of these class materials can be used by other states by incorporating their own data where needed in addition to the references to national data sources. It should be noted that all three classes are being converted to an on-line platform but they do not expect that project to be completed until summer of 2011.

Contact for More Information: Rosa Hayes and Faye Duzan, 404-232-3875

.....

Maine

Maine Futures Institute

The Maine LMI Department has partnered with the University of Maine-Farmington to develop an outreach program to engage entire communities in the preparation of young people for the future. The initiative will bring together businesses, secondary and higher education professionals, and workforce development staff. The LMI Center will train participants on the economic and demographic profiles of local economies. This partnership between education and LMI will be replicated across the state. Kickoff for this project is November 10, 2010.

Contact for More Information: John Dorrer, 207-621-5179



Maine

LMI Champions in One-stop Career Centers

This training is designed for volunteers who have an interest in learning LMI to use in workforce centers. The goal is to create a network of individuals who are on the front line who are LMI knowledgeable to better deal with the needs of their customers. The focus of this network concept is not only to inform on practical uses of data but to foster interaction with customers in order to address current issues in local labor markets.

Contact for More Information: John Dorrer, 207-621-5179



Minnesota

LMI for Decision Making

Minnesota has a structured LMI training that is conducted by regional analysts to customer groups around the state. The training sessions are three hours long and delivered in computer labs. Front-line workforce staff members are the primary target of the training. The training provides basic national and state Labor Market Information is provided to the regional trainers, and they supplement and revise the training to make it as local and regionally specific as possible.

Contact for More Information: Kyle Uphoff, 651-259-7185



Montana

On-line Training and Certification Program for Front-line Staff

Approximately 300 workforce professionals from one-stop centers have gone through this formalized LMI training in Montana. The program consists of three sections, each of which offers a certificate. The modules are LMI 1, LMI 2, and Transferable Skills Power Tools. The first two modules are set up on podcasts with links to module assessments. The third module is available through their agency's intra-network. The training consists of national and generic information with slides of their state's website and resources intermingled. They are currently

switching the training to a more interactive, internet-based format using Articulate software. Montana feels that this training mechanism that they have developed would be immediately useful to other states.

North Carolina

LMI Training for Front-line Staff

North Carolina provides extensive training to front-line staff, workforce professionals and other customers from partner agencies. They have two types of training. The first is a one-day training most often offered in a computer lab. This is the general LMI class concentrating on North Carolina data resources. Second, they have a condensed version of the class which covers occupational projections and skill-related information. Even though these classes are heavy on North Carolina data, the framework/outline used in these two courses would be useful for other states as a basis for their own training.

Contact for More Information: Patrick McKemie, 919-733-2667

Contact for More Information: Annette Miller, 406-444-2741

Oregon

LMI Mini-Lessons

These mini-lessons are designed to teach front-line staff the basics of labor market information. They are delivered by LMI staff at meetings in local offices. The lessons themselves are five to ten minutes long, and each is tied to a specific topic such as the unemployment rate or cost of living. These are Word documents with speaker notes along with some slides. The mini-lessons are based on national data sources so they can easily be replicated by other states.

Contact for More Information: Dave Nelson, 503-947-1208

Washington

LMI Staff Training and Green Jobs Curriculum

Washington offers a full-day training session on labor market information to management, analytical staff and other customers twice a year. This training is formalized in a PowerPoint presentation. The information covered is approximately 75% national, generic data with the remainder from the Washington website and state data programs. The framework used by Washington could easily be replicated in other states. Additionally, Washington is developing LMI training dealing with green jobs under its Green Jobs LMI Grant. That training will be formulated as a web-based, generic course that can be used by any state. That material should be available in May 2011.

Contact for More Information: Tim Norris, 360-438-4804

Other Findings and Recommendations

During the deliberations with the states, it was evident that LMI directors and their staff members were excited about the prospect of gaining access to the newly-developed LMI modules once testing is completed by the three pilot states. They are also interested in referencing the list of best practices from this report in order to refrain from duplication and build on what has already been successful. A majority of states have cut back significantly on their training efforts with front-line staff and all of their customer groups due to budget and lack of experienced LMI professionals. Most states now only provide training on request, and most of the training is centered on teaching others how to access their state's LMI website. The development of new LMI modules and a community of practice platform will definitely be an asset for the states. Trainings identified in this report can further supplement the E-learning training modules.

Additionally, based on the responses from the states regarding lack of funding and staff, there appears to be a void in the training efforts. At a time when training on use of data is more critical than ever in dealing with clients and career planning, states have significantly reduced their training efforts. ETA has an opportunity to have a major, positive impact in this area by offering national, structured training or providing states with additional resources such as the training modules or through additional funding targeted for training of workforce professionals. The Workforce Information Grant provided annually to the states no longer requires monies to be spent on training activities which threatens the amount of training being offered to workforce development professionals.

Contact Information

This document was prepared by Ted Gladden and Henry Jackson on behalf of Manhattan Strategy Group, under contract from the U.S. Department of Labor. Please contact Taimur Amjad at tamjad@manhattanstrategy.com or 202-536-2749 with questions, comments, or concerns.